

HELLO! Business Director

IPSO Annual Report

Period covered: January 2016 - December 2016

1.0 Factual Information about the Regulated Entity

HELLO! Publishes a total of 2 regulated publications.

1.1 Titles Published

Title	Print edition	Digital edition	Frequency	Circulation
HELLO!	x	x	Weekly	234,018
HELLO! Fashion Monthly	x	x	Monthly	68,842
hellomagazine.com		x		1.4m monthly unique users / 2.2m social media followers
Fashion.hellomagazine.com		x		Now part of hellomagazine.com

1.2 Responsible Person

The Regulated Entity's responsible person is **Kevin Petley – Business Director**

1.3 Overview

The Regulated Entity was founded in 1988 and is a magazine media publisher, publishing print and digital editions of weekly & monthly magazines as well as newsletters and desktop/mobile websites.

2.0 Internal Guides

The regulated entity has the following internal manuals used by journalists, of which copies are available on request by the Regulator:

- The Editors Code
- Staff Handbook

3.0 Compliance Procedures

How the Regulated Entity deals with:

3.1 Pre-publications guidance under regulation 4.5

An internal review and checking process is carried out with any potential 'News Story' in line with agreed procedures, including seeking advice from celebrity agents, and HELLO's legal counsel prior to any decision being made. Where required editors and journalists seek advice from IPSO in advance of publishing articles to consider matters of compliance with the Editors Code. This advice is then considered alongside editorial guidance and the public interest when refining and publishing any articles.

3.2 Verification of stories

Journalists and Editors take all appropriate steps to confirm stories.

3.3 Compliance with the Editors Code

Copies of the Editor's Code are supplied to all journalists, visible on notice boards, as well as copies listed on the intranet/shared drives.

Where the Regulator finds against a publication in the course of assessing a complaint, the publication complies with the findings and any remedial action required.

3.4 Editorial Complaints, Determined under Regulation 19

A standard complaints procedure exists across all publications, which is published in the magazines and on the website for each title. Members of the public can register an editorial complaint under this procedure by completing an online form, or by submitting a complaint in writing to the company address.

Complaints received in line with the published procedure, or referred from IPSO, are logged on a complaints record and then assessed by the responsible person, who will seek to resolve the matter with the complainant. Complaints that fall outside the procedure, i.e. are not editorial complaints, are logged and referred to the relevant department/person.

Where the Regulator finds against a publication when determining a complaint under Regulation 19, the publication complies with the findings and any remedial action required by the Regulator.

3.5 Training of Staff


As required, HELLO! Business Director arranges for staff training sessions to ensure the business and staff remain updated on regulatory changes. New joiners are supplied with a staff handbook and copy of the Editors Code. Two further changes have also been introduced;

- 3.5.1 A workshop session run by HELLO's legal counsel, Karim Bouzidi of Clinton's, to revisit all aspects of the editorial approach to stories to reinforce the requirements, this will be operated at least twice per year
- 3.5.2 It is now our intention to get all editorial staff to sign a copy of the 'Editor's Code', a copy of which will be kept on their file just so as to reinforce the importance of this area.

4.0 Adverse Adjudications

There have been no adverse adjudications registered against HELLO!

SIGNED:


On behalf of HELLO!
Business Director

Submitted to IPSO: 21/02/2017